



Information Technology Manager

DESCRIPTION OF WORK:

The IT Manager is responsible for the leadership of a professional IT staff and the management of various monetary and technical resources assigned to the unit for the purpose of providing support to the unit's customers. The manager is responsible for recruiting, mentoring, counseling, and the disciplining of the employees within the unit. Further, the manager is responsible for the professional growth and development of the unit's staff. The manager may employ a number of strategies for supervising employees and may supervise staff directly and/or occasionally through another manager; day-to-day tasks may be delegated to a self-directed staff.

The manager understands technology used in the unit's operations and its role within the enterprise. The manager is responsible for planning and directing activities as appropriate. S/he may be responsible for budget oversight and planning, providing input to higher-level managers regarding direction of work within the unit/s, and participating in the development of strategic direction for the organization. The manager contributes to the development of, and enforces operational standards for the unit.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Staff Development:** Ability to resolve minor problems, informal complaints and grievances on an informal basis. May recommend final disciplinary action.
- Knowledge of interviewing techniques to be able to assess applicants for jobs. Often done with the assistance of a higher-level manager or director. Ability to monitor work of subordinates and accepts or rejects work based on established work standards.
- **Planning and Organizing:** Ability to coordinate project planning for simple or stable technologies. Ability to plan the daily or weekly workload to meet work group objectives. Makes minor adjustments in methods or procedures. Knowledge of state and agency budget procedures for operating within established budget.
- **Technical Knowledge:** Extensive expertise in specialty area. Maintains up-to-date understanding of technical issues in own field. Extensive technical understanding required to direct and assist staff. Ability to extract and apply core concepts to problem solving. Ability to manage technical projects, which may be of limited scale. Manages timelines, resources and personnel (internal staff and contractors), and directs implementation efforts to completion.
- **Strategies Technology:** Extensive knowledge to weigh alternatives and consequences to make informed decisions on current operational issues. Ability to plan and implement the delivery and improvement of services, staffing and resources. Ability to provides oversight to work unit.

JOURNEY

- **Staff Development:** Ability to manages and development employees' variety of skills necessary to meet future objectives of organization. Knowledge of formal and informal grievance procedure to resolves complaints. Issues initial written warnings and recommends more serious disciplinary actions to superiors. Knowledge of interviewing techniques to be able to assess applicants for jobs. Makes final decision on selected candidate determines appropriate salary and extends offer.
- **Planning and Organizing:** Ability to coordinate project planning for large project installations or enhancements of advanced technologies. Knowledge of state and agency budget procedures to evaluate budget needs and submit suggested priorities based on program objectives and costs; justifies needs to higher officials; approve or reject expenditures and may make routine fund transfers.
- **Technical Leadership:** Ability to manages technical projects of varying scale that require

Ability to technically review work of subordinates to assure high quality, quantity and efficient operation, when projects or work tasks are completed.

latitude in decision and actions. Demonstrates initiative in solving unexpected problems associated with projects.

- **Strategies Leadership:** Ability to plan and accomplish goals based on experience and judgment. Reviews area accomplishments toward organizational objectives in order to maximize operational effectiveness.

ADVANCED

- **Staff Development:** Knowledge of formal and informal grievance procedure to resolves complaints. Takes actions on disciplinary recommendations including suspension and recommends dismissals.
Ability to technically review accomplishments to assure that program missions and goals are being met. Conducts final review for most difficult, controversial or sensitive work.
- **Planning and Organizing:** Ability to coordinate long-term project planning for large research/development projects.
Knowledge of technical specialties to makes significant changes in the organizational structure, methods and procedures to respond to new goals and programs.
Ability to plan for utilization of staff, space, equipment and other resources.
Ability to develop or ensure the development of, and gives final approval to rules, standards, guidelines and policies governing quality and quantity of work.

- **Planning and Organizing:** Ability to determine applicability in controversial or precedent setting situations.
Knowledge of state and agency budget procedures to determine budget needs and recommend, with significant influence, priorities based on program mission, costs and projected revenues; has authority for significant decisions on fund transfers.
- **Technical Leadership:** Ability to direct research and develop new technologies.
Knowledge of organizational effectiveness to evaluates feasibility for organizational needs.
Ability to translate organizational technical goals into operational plans.
- **Strategies Leadership:** Ability to weigh alternatives and consequences to make informed decisions on long-term operational issues. Ability to demonstrate vision and ability to proactively plan, implement, and forecast for organizational and/or enterprise success.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a four-year college or university with a degree in information technology, engineering, telecommunications, computer science, or a field closely related to the nature of the position and four years of progressive experience in the field of information technology. Experience in the field of work related to the position's role may be substituted on a year-for-year basis. One year of additional experience is generally required to progress beyond the minimum level.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Degrees must be received from appropriately accredited institutions.